

Over 25,000 people, 400 places and
24 hour operations - can travel
planning really work?

National Transport & Development Conference 2009



Your **travel** choices

Tom Rice

TfL Travel Plan Co-ordinator



TfL's People & Places

- **Our employees:**

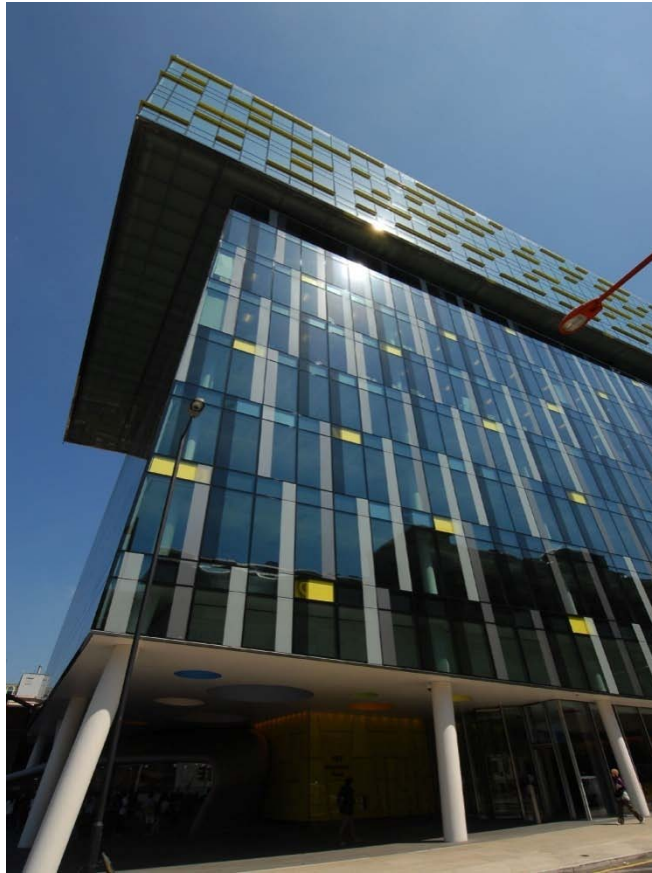
- 21,000 in operations (LU & Surface)
- 7,000 employees in non-operational posts (LU, Surface & Corporate)

- **Our Buildings:**

- Over 400 premises ranging in...
 - size (from 457 up to 231,697 sq.ft)
 - number of employees (from 2000+ down to a handful)
 - lease types (head to short term)
- Frequent relocations of a dynamic workforce (8 new buildings/floors occupied & 4 vacated in 2007/08)



Challenges



The TfL Travel Plan



- Starting point
- Resource
- **Aims:**
 - Encouraging smarter working practices by employees across the organisation (reducing travel demand) and increasing the sustainability of residual employee travel
 - Exemplar practice in travel planning
- Measurable targets – outputs and outcomes
- Embedded activities / offers
- **Key principles for developing travel plan initiatives:**
 - Good for our people?
 - Good for our business?

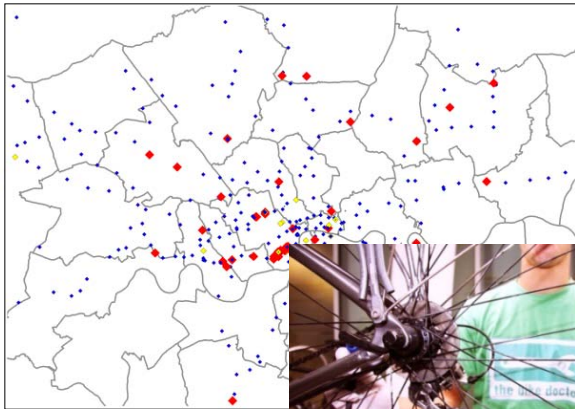


More recent measures & activities

- Facility improvement programme
- Cycle2work scheme
- LU car share scheme
- Bike safe motorcycle training
- Delivery and Servicing Plan
- Flexible working
- Cycle training
- Bike servicing
- Information
 - Induction
 - Campaigns
 - Roadshows
 - Re-locations
- Employee travel surveys

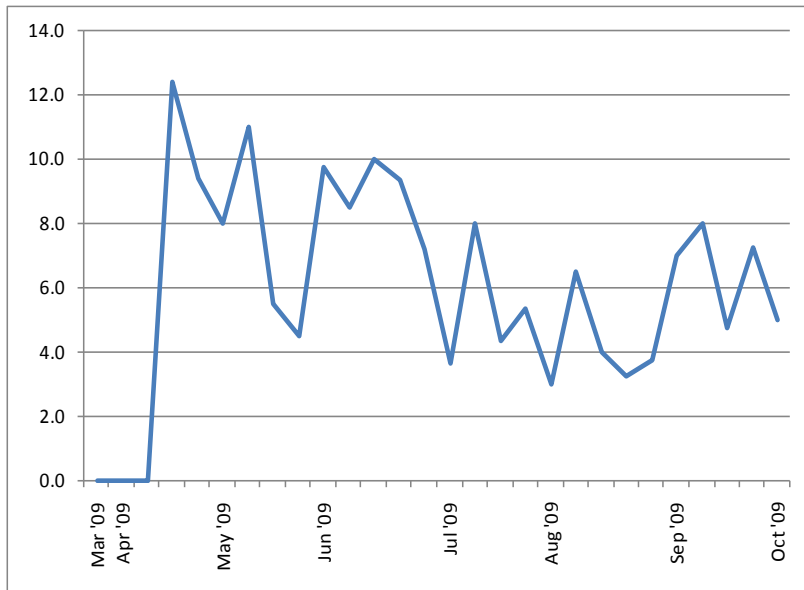


Bike servicing



- All year round long term programme
- Accessible & flexible approach
- Flexible to demand
- Focused promotion

Bikes serviced per mechanic visit

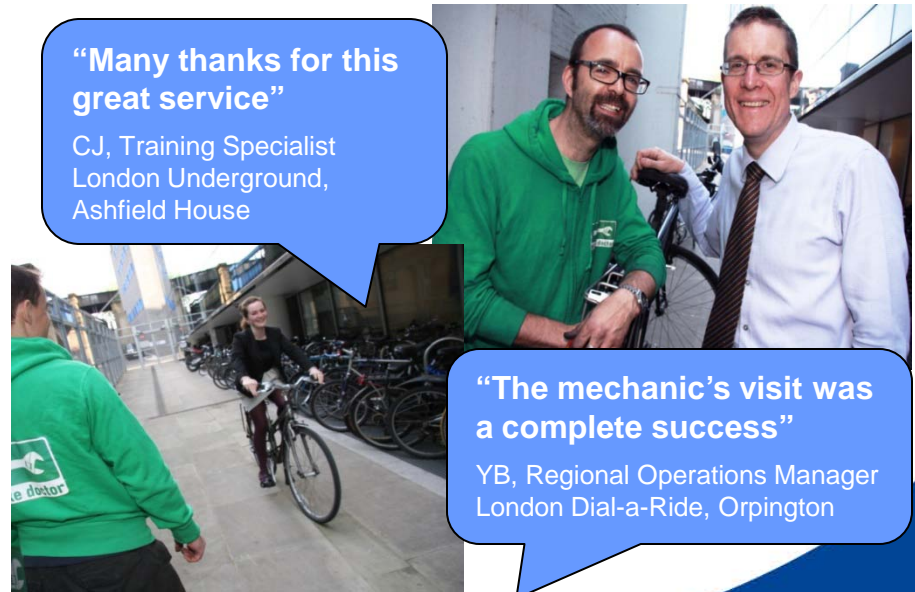


“Many thanks for this great service”

CJ, Training Specialist
London Underground,
Ashfield House

“The mechanic’s visit was a complete success”

YB, Regional Operations Manager
London Dial-a-Ride, Orpington



Flexible working



- Background & **context**
- **Staff engagement:** HR Policy managerial briefings & *Your Say*
- **Grasping opportunities** available to pilot

- **Pilot aim:**

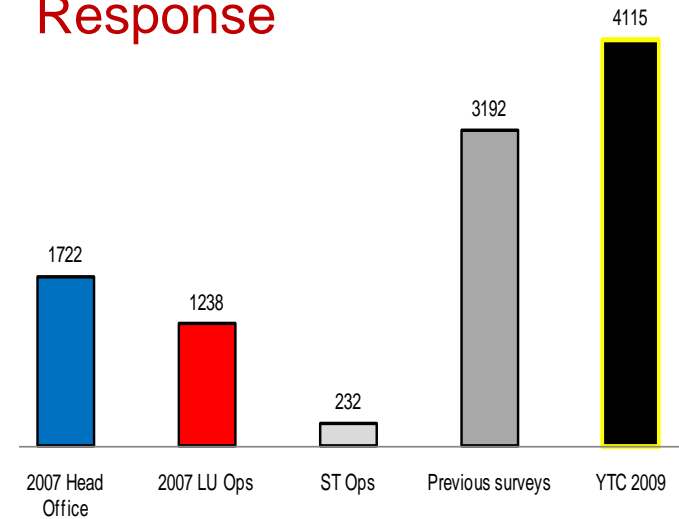
To better understand the feasibility and business impacts of different flexible working types across a range of voluntarily participating business areas – informing wider TfL business change
- **Testing hypotheses / monitoring:**
 - Manager & employee experience / job satisfaction
 - Demand for travel and workstations
 - Individual & team output / productivity
 - HR support and other lessons learnt
- Early progress



Employee travel survey



- **Purpose:**
 - check progress against Travel Plan
 - ensure the plan continues to meet the emerging needs of employees
- **Approach:**
 - census survey
 - paper surveys with manager’s guidance note & online (via email) questionnaires
 - £50 & £25 prize draw incentive
 - open for 3 weeks (3rd – 23rd June)
 - helpdesk
 - widespread comms campaign
- **Response**

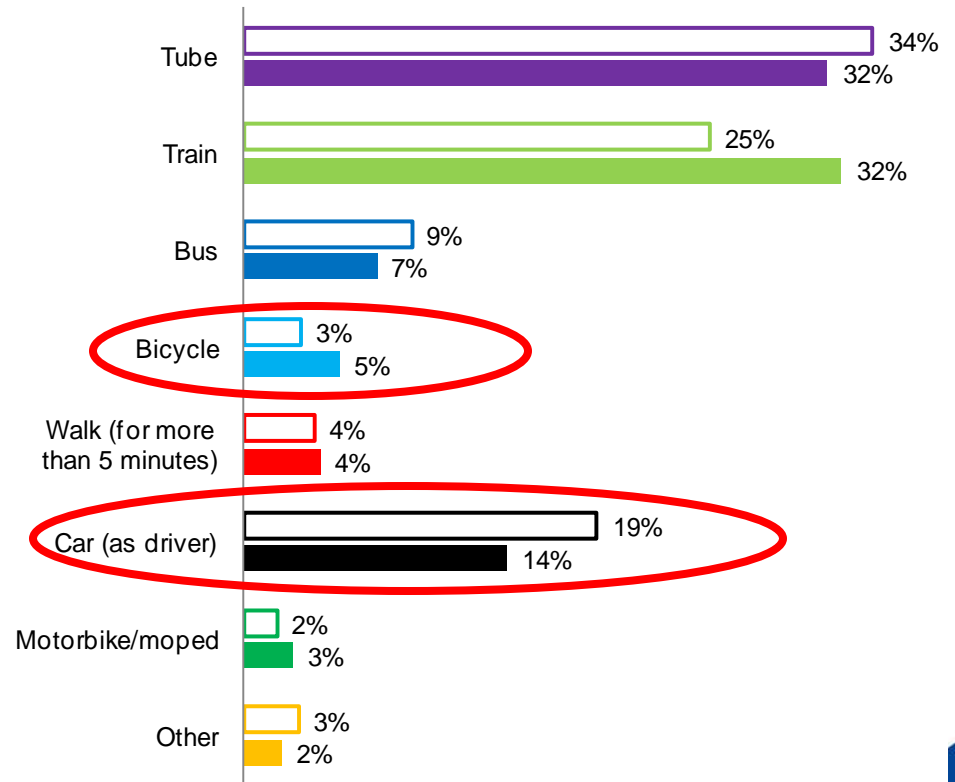


• Outline findings



– Change in the last 18 months / 2 years

Main mode of transport – all employees



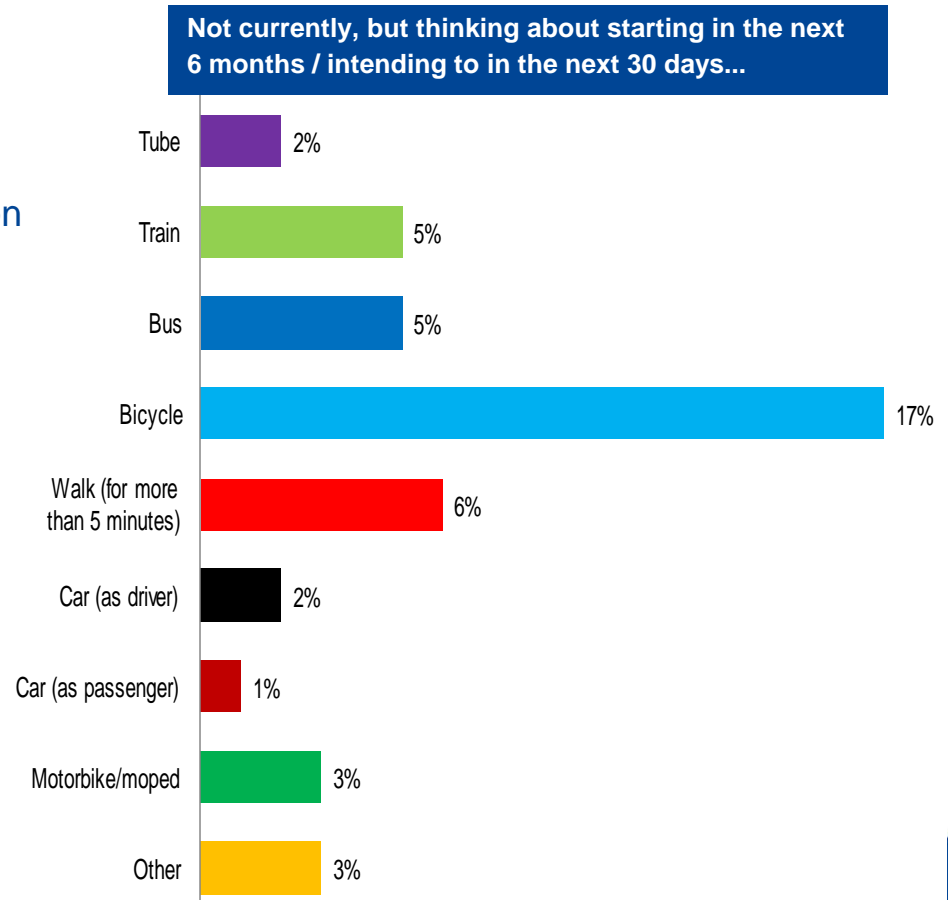
• Outline findings



– Potential for further change

15% in 2007/08 \Rightarrow 4% increase in proportion cycling as part of their journey by 2009

17% in 2009 \Rightarrow ?



• Outline findings



Currently driving, but thinking about starting... in the next 6 months / intending to in the next 30 days...

– ... amongst car drivers

– Motivators

Environmental concern ✘

Saving time ✔

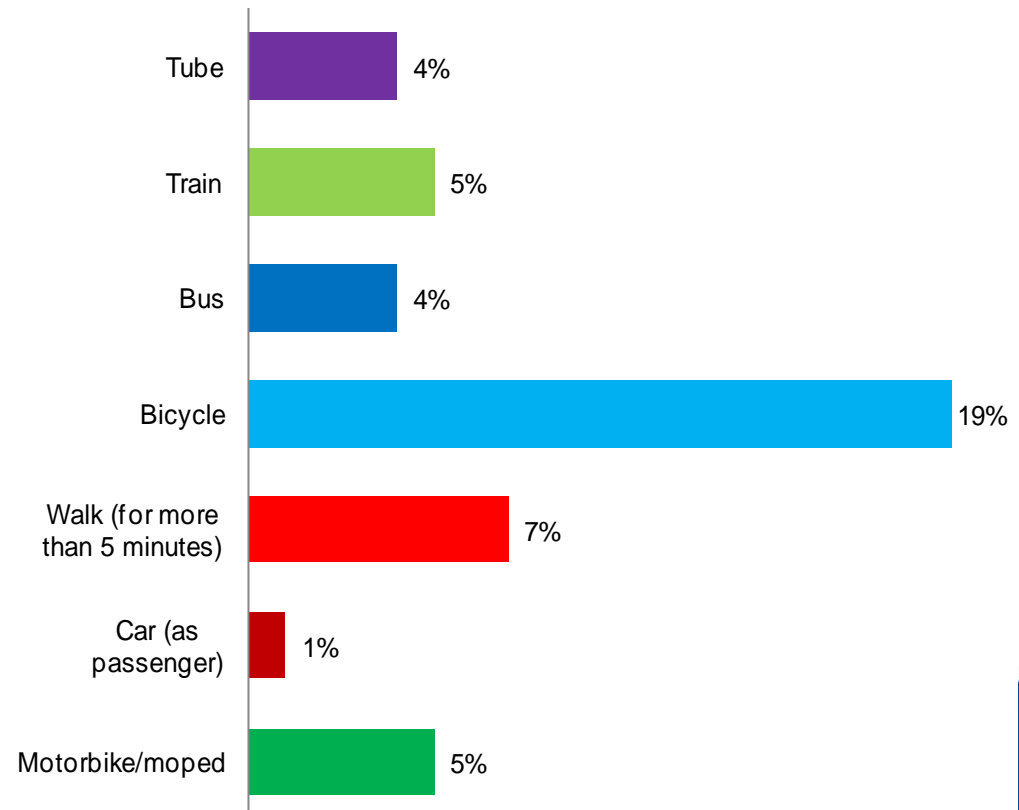
Convenience ✔

Improving health and fitness ✔

– Potential improvements

Improved facilities ✔

Secure waiting at PT facilities ✔



• Outline findings



– Motivators

- Environmental concern ✘
- Saving time ✔
- Convenience ✔
- Improving health and fitness ✔

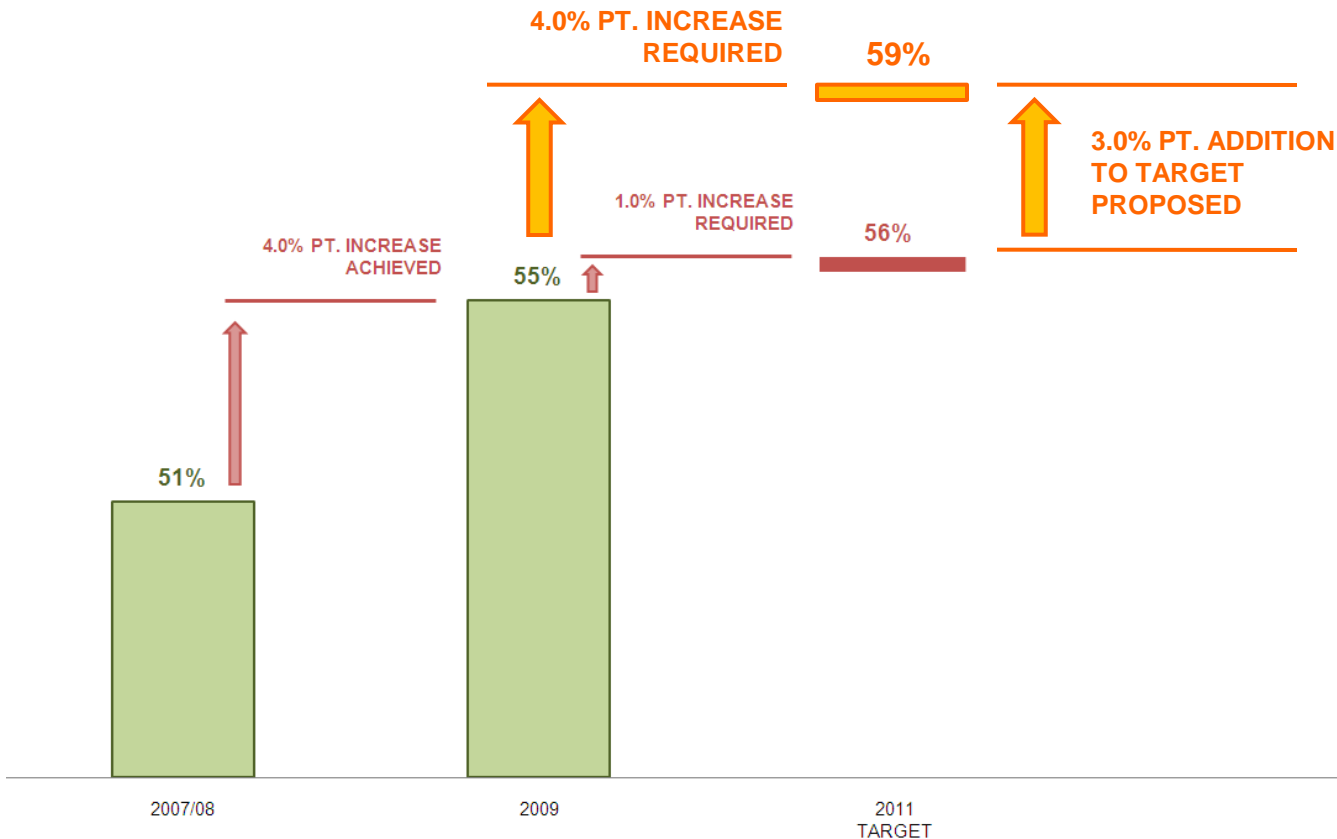
– Potential improvements

- Improved facilities ✔
- Secure waiting at PT facilities ✔



Travel Plan active travel target

- Active modes (walking & cycling) used as part of journey – all employees



Future opportunities

- **Managing level & time of demand:**
 - Flexible working
- **Increasing sustainability of residual demand:**
 - Facility programme
 - Cycle Hire Scheme
 - Self-service solutions for champions
 - Renewed emphasis on messages
 - Delivery & Servicing Plans
- **Key principles for developing travel plan initiatives:**
 - Good for our people?
 - Good for our business?





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Your **travel** choices

